

Customer No. 20350  
TOWNSEND and TOWNSEND and CREW LLP  
Two Embarcadero Center, 8<sup>th</sup> Floor  
San Francisco, California 94111-3834  
(650) 326-2400

ASSISTANT COMMISSIONER FOR PATENTS  
BOX PATENT APPLICATION  
Washington, D.C. 20231

Attorney Docket No. 19852-000110US

"Express Mail" Label No. EL 630 576 274 US

Date of Deposit: September 13, 2000

I hereby certify that this is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above, addressed to:

Box Patent Application  
Assistant Commissioner for Patents  
Washington, D.C. 20231

By: Ron Anton

Submitted herewith for filing under 37 CFR 1.53(b) is the

- ☒ [ X ] patent application of  
☐ [ ] continuation patent application of  
☐ [ ] divisional patent application of  
☐ [ ] continuation-in-part patent application of

Attorney(s)/Applicant Identifier: SCOTT L. WILLIAMS et al.

TECHNIQUES FOR MONITORING USER ACTIVITIES AT A WEB SITE AND FOR INITIATING AN ACTION WHEN THE USER EXITS FROM THE WEB SITE

This application claims priority from each of the following Application Nos./filing dates:  
60/154,257, filed September 16, 1999, the disclosure of which is incorporated by reference.

Enclosed are:

- ☒ [ X ] 1 page of the Title Page  
☒ [ X ] 18 page(s) of specification  
☒ [ X ] 10 page(s) of claims  
☒ [ X ] 1 page of Abstract  
☒ [ X ] 11 sheet(s) of ☐ [ ] formal ☒ [ X ] informal drawing(s).  
☒ [ X ] 2 pages of an Assignment Recordation Cover Sheet (in duplicate)  
☒ [ X ] 3 pages of an Assignment of the invention to CustomerSat.com, Inc.  
☒ [ X ] 4 pages of ☒ [ X ] signed ☐ [ ] unsigned Declarations & Power of Attorneys  
☒ [ X ] 1 page of a verified statement to establish small entity status under 37 CFR 1.9 and 37 CFR 1.27 ☒ [ X ] is enclosed ☐ [ ] was filed in the prior application and small entity status is still proper and desired.

	(Col. 1)	(Col. 2)
FOR:	NO. FILED	NO. EXTRA
BASIC FEE		
TOTAL CLAIMS	41 - 20	= 21
INDEP. CLAIMS	7 - 3	= 4
<input type="checkbox"/> [ ] MULTIPLE DEPENDENT CLAIM PRESENTED		

\* If the difference in Col. 1 is less than 0, enter "0" in Col. 2.

SMALL ENTITY		OR	OTHER THAN SMALL ENTITY	
RATE	FEE		RATE	FEE
	\$345.00	OR		\$690.00
x \$9.00 =	\$189.00	OR	x \$18.00 =	
x \$39.00 =	\$156.00	OR	x \$78.00 =	
+ \$130.00 =		OR	+ \$260.00 =	
TOTAL	\$690.00	OR	TOTAL	

Please charge Deposit Account No. 20-1430 as follows:

- ☒ [ X ] Filing fee \$ \$690.00  
☒ [ X ] Any additional fees associated with this paper or during the pendency of this application.  
☐ [ ] The issue fee set in 37 CFR 1.18 at or before mailing of the Notice of Allowance, pursuant to 37 CFR 1.311(b)

- ☐ [ ] A check for \$ \_\_\_\_\_ is enclosed.  
1 extra copy of this sheet is enclosed.

Respectfully submitted,  
TOWNSEND and TOWNSEND and CREW LLP

Telephone:  
(650) 326-2400

Facsimile:  
(650) 326-2422

S. B. Kotwal  
Sujit B. Kotwal  
Reg No.: 43,336  
Attorneys for Applicant